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Peculiarities of decision-making by persons with high and low levels of tolerance

ОСОБЛИВОСТІ ПРИЙНЯТТЯ РІШЕННЯ ОСОБАМИ З ВИСОКИМ І НИЗЬКИМ РІВНЕМ ТОЛЕРАНТНОСТІ

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Abstract

Abstract: the article examines the peculiarities of decision-making by people with different levels of tolerance. Tolerance is unity in diversity, it is a quality that is a humanistic component of an individual and is determined by his valuable attitude towards others. It represents an attitude towards a highly moral type of relationship, which is manifested in a person's actions. The purpose of this work was a theoretical-empirical study of the psychological features of decision-making by individuals with different levels of tolerance. Diagnostics of decision-making indicators and tolerance indicators was carried out with the help of: "Melbourne Decision-Making Questionnaire", "Personal Decision-Making Factors", "Decision-Making Questionnaire", "Qualitative Tolerance Indicators Test-Questionnaire". Correlation

Анотація

Анотація: у статті розглянуто особливості прийняття рішення осіб з різним рівнем толерантності. У сучасному світі толерантність розуміється як важливий елемент мирного співіснування людства, визнається гуманістичною цінністю і необхідною умовою суспільного єднання людей різних культурних традицій, вірувань, наукових і політичних переконань. Толерантність означає повагу, прийняття і правильне розуміння всього різноманіття культур, форм самовираження і прояву людської індивідуальності. Толерантність – це єдність у різноманітті, це якість, яка є гуманістичною складовою особистості і визначається її ціннісним ставленням до оточуючих. Вона являє установку на високоморальний тип стосунків, який проявляється в особистісних діях людини.

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analysis made it possible to establish the nature of interdependence between the studied indicators - tolerance and decision-making. The use of qualitative data analysis made it possible to identify groups of people with a high and low level of tolerance using the "aces" method and to draw up their characteristics. Individuals with a high level of tolerance demonstrate a high level of attitude to complex tasks and novelty, have a high readiness to adapt to an uncertain situation, are able to change their plans in new conditions. People with a low level of tolerance have a tendency to spontaneity, impulsiveness when making a decision.

Keywords: decision-making, tolerance, personality, tolerance levels.

Метою даної роботи було теоретико-емпіричне дослідження психологічних особливостей прийняття рішення особами з різним рівнем толерантності. Діагностика показників прийняття рішень і показників толерантності здійснювалась за допомогою: «Мельбурнський опитувальник прийняття рішень», «Особистісні фактори прийняття рішень», «Опитувальник прийняття рішень», «Тест-опитувальник якісних показників толерантності». Кореляційний аналіз дозволив встановити характер взаємозалежності між вивчаємими показниками – толерантності та прийняття рішення. Використання якісного аналізу даних дозволило за допомогою методу «асів» виділити групи осіб з високим і низьким рівнем толерантності та скласти їх характеристику. Було визначено, що особи з високим рівнем толерантності демонструють високий рівень ставлення до складних завдань і новизни, мають високу готовність адаптуватися до невизначеної ситуації, здатні змінювати свої плани в нових умовах. Люди з низьким рівнем толерантності мають схильність до спонтанності, імпульсивності при прийнятті рішень.

Ключові слова: прийняття рішення, толерантність, особистість, рівні толерантності.

Introduction

The **relevance** of the study is determined by the impact of changes taking place in the modern social, economic, and political aspects of the development of Ukrainian society, which intensify the features of interactive communication of people, their mental and intellectual activity, consciousness, self-awareness, which exacerbates the personal problem of decision-making. The decision - the process and result of choosing a goal and the way to achieve it - is a connecting link between knowledge and one or another variant of human behavior and actions. Due to the complex life situations of today, people are faced with the choice of a further life path, the main direction of life activity.

The psychological problem of choice is quite relevant. In psychology, there are studies that study this problem, considering it from different positions. For example, choice is considered as a decision-making process (Malakooti, 2012), decision-making styles and individual psychological features are considered in works (Sannikov, 2015). Works are devoted to the study of choice as a motivational and volitional process (Ilyin, 2009), from the standpoint of a metasystem approach (Karpov et al., 2016), the activity-meaning aspect of the study problems of choice are revealed in works (Asmolov, 2000)

Decision-making is defined as a special form of mental activity, as well as one of the stages of mental actions when solving any tasks. Selection is one of the stages of the decision-making procedure after the formation and comparison of alternatives. Making an alternative choice is possible for an individual based on psychological characteristics that determine the individual's interaction with the environment and make it possible to find ways to make decisions. Among such psychological features, in our opinion, tolerance stands out as a personality trait. Despite all the diversity of scientific approaches to the study of the problem of decision-making and the problem of tolerance, there are no works in domestic science that investigate the peculiarities of decision-making by a tolerant person.

The **purpose of the research** is to study the psychological features of decision-making by people with different levels of tolerance.

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The **object of research**: decision-making of the individual.

Methodology

The research used the following methods: theoretical and methodological analysis of the research topic, psychodiagnostic and mathematical and statistical methods.

The theoretical method included a theoretical-methodological analysis and generalization of social-psychological achievements related to the research topic, namely: the study of approaches to the study of tolerance and peculiarities of individual decision-making.

The complex of psychodiagnostic methods and procedures is composed by: Test-questionnaire of qualitative indicators of tolerance by O.P. Sannikova, O.G. Babchuk (Sannikova & Sannikov, 2020; Babchuk, 2015). "Melbourne decision-making questionnaire" (MDMQ) by L. Mann (Mann et al., 1997; Soldatova & Shaigerova, 2008) "Personal decision-making factors" by T. Kornilova (2003); "Decision-making questionnaire" by H. Aizenko, modified by E. P. Ilyin (Aizenko, 1963; Ilyin, 2009)

The **sample consisted** of 74 people aged 20 to 26 who are students of the Faculty of Preschool Pedagogy and Psychology and the Faculty of Physics and Mathematics of the State Institution "South Ukrainian National Pedagogical University named after K. D. Ushinsky".

The research was conducted in accordance with the principles of deontology and bioethics.

A set of valid and reliable diagnostic methods was developed for this empirical study.

Computer data processing was carried out using the statistical package SPSS 13.0 for Windows.

Literature review

In psychology, there is a large number of studies that study this problem, considering it from different facets. This is both the act of giving preference to one of the alternatives given from the outside or constructed by the subject, which contributes to a choice that is not reduced to a rational calculation E. Herrera-Viedma et al., (2021), and choice as a decision-making process (Bryukhova, 2016; Larichev, 1979; Kozlov, 2009).

Analysis of the problem of decision-making demonstrates the presence of theoretical differences in the understanding of such related concepts as "personal decision-making", "strategic decision-making", "decision-making style", "choice", "personal choice", which indicates the complexity and multifaceted nature of the studied phenomenon. The use of the concept of "decision-making" is characteristic of representatives of various concepts and areas of research of the specified problem in philosophy, sociology, pedagogy, economics, mathematics, etc., which reveals the interdisciplinary nature of the phenomenon being studied.

At the same time, despite the significant relevance of this problem in domestic and foreign psychology (Ball, 2006; Vasylyuk, 1997; Karpov et al., 2016; Kornilova, 2003; Yakymchuk, 2022; Sannikova & Sannikov, 2020; Malakooti, 2012; Herrera-Viedma et al., 2021; Tweed & Wilkinson, 2019), the results of the study of the phenomenon of "decision-making" due to its complexity and multifacetedness is represented by a small number of works.

Decision-making is a mental process that involves prior awareness of the goal and method of action and working out various options. The most important feature of this process is its strong willed nature. Knowledge, interests and a person's worldview are integrated in decision-making. A decision is a social phenomenon, it is always made by one or several persons. Decision is the basis of a person's self-identification, as any social type, any character is revealed through action. The decision-making process begins with the emergence of a problematic situation and ends with the choice of a decision - an action that should transform it. This process can be presented in the form of a sequence of stages and procedures that have direct and reverse connections between them. Reverse ones reflect the iterative, cyclic nature of the dependence between stages and procedures. Iterations in the execution of elements of the decision-making process are due to the need to clarify and correct data after the following procedures are performed (Sannikov, 2015).

The concept of "decision-making" has become popular in recent years under the strong influence of the development of neurophysiology. Psychologists often transferred this concept to the field of terminology, to the field of ideas that are closer to life than to scientific concepts. The need to introduce the scientific concept of "making a decision" appeared when it became important to determine the stage at which the

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formation ends and the execution of any act begins, that is, when it can be said that a person has made a decision.

Decision-making is a kind of problem solving. The situation in which decisions are made is characterized by the following main features (Kulinich, 2008):

1. Presence of a goal. The need to make decisions is determined by the presence of some goal that must be achieved. For example, complete a task, choose material, make a date with a girl, do a new job, etc. If the goal is not set, then there is no need to make any decision.
2. Availability of alternative lines. Decisions are made in situations where there is more than one way to achieve a goal. Obviously, when there is only one line of behaviour, no decision needs to be made. Different alternatives may have different costs and different probabilities of success. These costs and probabilities may not always be known. It is for these reasons that decision-making is often associated with incomprehensibility and uncertainty.
3. Accounting of significant essential factors. Decisions are made under the influence of a large number of factors, which are different for different alternatives. These are economic, technical, social, personal and other factors. Therefore, the task of decision-making arises only when there is a goal to be achieved, when different ways of achieving it are possible, and when there are a large number of factors that determine the value of different alternatives or the probability of success of each of them.

Decision-making, as a process, occupies a central place in the structure of activity, it is included in almost all its main "components", represented at all stages of activity deployment. This process is characterized by a pronounced systemic nature of the organization, and acts, in fact, as a system-wide process of mental regulation of activity. As studies of this process in the structure of activity have shown, decision-making is considered an integral mental process (Karpov et al., 2016): First, an objective criterion for distinguishing this process in the structure of activity and at the same time its system-forming factor is its compliance with one of the main functions in the organization of activity - the function of ensuring preparation, development and decision-making in conditions of uncertainty. Both this function and the process unfolding on its basis are objectively necessary for the activity, since without them the activity is not carried out. Secondly, the decision-making process has a significant complex character, since it is implemented on the basis of almost all traditional mental processes that are analytically distinguished, but not reduced to their one-order sum, it is not additive. Thirdly, according to its orientation, this process is not "purely" cognitive, but regulatory, since it is directly oriented to the generation, organization and stabilization of activity. Fourthly, in the process of decision-making, the phenomenon of "tripling of qualities" is revealed as fully as possible - it is initially threefold; it is a process, an action, and a mental state at the same time. Depending on the conditions of activity, motivation, etc., it unfolds in different ways, and acts mainly as a process, as an action, or as a state, and in extreme cases - as a special decision-making activity (Karpov et al., 2016).

In the decision-making process, almost all the main ("forming") components of the activity participate, but in a specific aspect - in the aspect of their contribution to the development of a decision. The psychological system of activity and its constituent structural blocks act as a functional basis for the formation of the component composition of decision-making; each of these blocks is adequately and completely, naturally correlated with a certain component of decision-making.

One of the results obtained is the conclusion according to which the components of decision-making are formed on the basis of the main "formative" activities at the expense of giving the latter the property of efficiency in relation to conditions of uncertainty by including in them new, non-normative means that correspond to the content of the decision-making processes in the activity.

The above allows us to assume that the activity system is an amplifier of the decision-making process both in terms of content and structure: when the degree of uncertainty increases, the activity system becomes an amplifier of the analysis of the content and structure of decision-making parameters, which determines the similarity of the structure of the decision-making process and activity. The degree of reinforcing action can be significantly different for different conditions. In the extremely complete case, decision-making acts, in fact, as a decision-producing activity; in an undeveloped form, decision-making acts as a process itself, and in extreme cases - as an almost simultaneous act, which is sometimes not realized.

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Such an interpretation removes the mistaken comparison of the understanding of the phenomenon that occurs sometimes, where decision-making is considered either as an activity or as a process. Decision-making can be adequately understood and described both as an activity and as a process at the same time, that is, based on the principle of complementarity. One of the principles of the activity approach is precisely the reduction of the degree of multi-functionality of activity in decision-making. Initially formed as an activity, decision-making gradually acquires the features of a mental process and functions in the activity that is being mastered. When the conditions of the activity are complicated, a reverse transition is possible and, moreover, expedient.

Until now, systematic studies of decision-making as a psychical process can be considered complete. Decision-making as an integral psychical process (a system-wide process of activity regulation) is sufficiently developed, dominant ideas about the component composition of the decision-making process have been formed (the latter approach is generally traditional for the study of the decision-making process) (Karpov et al., 2016).

It is necessary to take into account two main circumstances. First, as the analysis of ideas about the structure of activity showed, this structure can be sufficiently adequately and fully described as a functional union of some basic "components", "functional blocks": goals, motives, information base, decision-making, activity programs, individual qualities, executive part, control, correction and so on. Secondly, when considering the block of decision-making as one of these components, a certain invariant composition of its components is distinguished: information base, criteria, rules, methods of preparation for decision-making, etc.

However, one should also consider the obvious fact that individual decision-making components are naturally correlated with individual functional blocks of the activity system. In fact, any component of decision-making acts as a certain facet, a specific aspect of one or another functional unit of the activity system. Thus, decision-making criteria are directly formed on the basis of the motivational block of activity; the informational basis of decision-making is actually a specification of the information supply of activities in a situation of choice; decision-making rules are formed on the basis of ideas about the activity program and are an integral part of it; methods of preparation and direct decision-making are part of the executive part of the activity. In other words, almost all the main constituent activities take part in the decision-making, but in a specific aspect - in the aspect of their contribution to the development of the decision. The psychological system of activity and its component structural blocks act as a functional basis for the formation of the component composition of decision-making. To ensure the integrity of decision-making, a set of connections between components is also formed. Many connections in the activity system, acting as its psychological architecture, are also the basis for ensuring the integrity of decision-making. These connections form the structural basis on which the components are integrated in decision-making. The formation of the main formative activities is accompanied by the establishment of regular connections between them (Sannikov, 2015).

Therefore, decision-making is an important life process characterized by the presence of its stages, theories, methods, and specific characteristics. Decision-making is a choice, an act of will and an active complex process: a special, specific, vital process of human activity, characterized by value orientations, the presence of a situation of uncertainty and alternatives, and aimed at choosing from a certain number of alternatives the best version of approval, conviction, behavior. Decisions taken can be classified according to the criterion of their level of complexity. Since a person has to interact with the outside world every day, this interaction must be built by making clear decisions and even planning. One can make a decision in different ways: through a holistic assessment of the situation, relying on your own emotional perception, or through an objective logical analysis, trying to distance yourself from the situation and weigh all the pros and cons. The main stages of decision-making are: finding solutions, inventing new alternatives and choosing the best alternative from a group of alternatives. Of course, all these main decision-making stages are found in different decision-making situations.

Researchers T. Kornilova, O. Sannikov consider choice as a mediated decision-making activity. From their point of view, the result of intellectual and personal mediation is an arbitrary choice in conditions of uncertainty, that is, a person makes a choice from a number of alternatives that must necessarily be presented in the mental plane. (Kornilova, 2003; Sannikov, 2015).

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Choice is a special activity of a person, a holistic act of evaluating oneself as an individual; assessment of one's capabilities in a specific life situation. Only the subject himself can initiate the choice, enter the state of choice. The selection criteria are set by the norms and rules of the individual himself, which may not coincide with the requirements of generally accepted morality. The choice is a reflective pause, an "active passivity." Due to the choice, a person seems to limit his field of existence, limits the excess of the world, but, thereby, he "clarifies" himself as a person. Choice is self-limitation. By exercising his right to choose, a person takes on obligations that he experiences as responsibility (Tytarenko, 2005). But making an alternative choice is possible for an individual based on psychological characteristics that determine the interaction of the individual with the environment and make it possible to find ways to make decisions. Among such psychological features, in our opinion, tolerance stands out as a personality trait. With all the diversity of scientific approaches to the study of the problem of decision-making and the problem of tolerance, there are no works in the science of our country that investigate the features of decision-making by a tolerant personality.

Tolerance as a psychological phenomenon has a fairly short history of study in domestic research, since tolerance has not been adequately studied in domestic psychology. This is explained by the prevailing totalitarian ideology, which assumes intolerance as a necessary element of the class struggle. In recent decades, in connection with the change of socio-political life in the country, there has been a demand for research on various problems of tolerance (Asmolov, 2000; Soldatova & Shaigerova, 2008). In the modern world, tolerance is understood as an important element of peaceful coexistence of mankind, it is recognized as a humanistic value and a necessary condition for the social unity of people of different cultural traditions, beliefs, scientific and political beliefs. Tolerance becomes a key moral principle of civil society, which is confirmed by the international document - "Declaration of Principles of Tolerance" (Liga 360, 1995). This document reveals the essence of the concept of "tolerance": as respect, acceptance and correct understanding of the rich diversity of cultures, forms of self-expression and ways of manifesting human individuality; as harmonies in diversity; as a moral debt, political and legal need; as a virtue that makes it possible to achieve peace and promotes the replacement of the culture of war with the culture of peace; as an active attitude to reality, which is formed on the basis of the recognition of universal human rights and freedoms (Liga 360, 1995).

In the modern world, the problem of tolerance is the subject of discussion and research in various humanitarian and social sciences. Despite its complexity and contradictions, the phenomenon of tolerance today is understood not just as an abstract philosophical ideal, but more than ever, it is widely recognized as a universal human value and a practical condition for the survival and development of civilizations, dialogue and in-depth constructive interaction of different cultures.

The understanding of tolerance is ambiguous in different cultures and depends on the historical experience of the people. In English, tolerance is defined as "the willingness and ability to accept a person or thing without protest". In the English-Russian psychological dictionary, the translation of the English word tolerance means "acquired stability, the limit of a person's stability (endurance); resistance to stress; resistance to conflict; resistance to behavioral deviations. In the French one - "respect for the freedom, matter of another, his way of thinking, behavior, political and religious views"; in the Chinese one - to be "tolerant" means "to show" magnanimity towards others, to enable, to allow"; in the Arabic one - "forgiveness, leniency, mildness, condescension, compassion, affection, patience, positive attitude towards others"; in the Persian one - "patience, open-mindness, endurance, readiness for reconciliation" (Babchuk, 2015).

R. Valitova considers tolerance as a moral benevolent personality, which characterizes its attitude to another as a free equal personality, which consists in the voluntary and conscious suppression of the feeling of rejection caused by certain characteristics of the personality, both external (racial, national characteristics) and internal (religion, which is professed, respected traditions, moral preferences), attitude towards dialogue and understanding of the other, rejection of the privileges of the first person, recognition and respect of his right to distinction (Valitova, 1997). The author also formulated three principles of tolerance: 1) tolerance is conditional virtue. Its applicability depends on the answer to the question: in relation to what or to whom one should be tolerant; 2) renunciation of the monopoly on knowledge of the truth in morality is a condition under which tolerance is possible; defending one's point of view, the thought arises that we should be tolerant of another's opinion; 3) tolerance is not the final goal of moral improvement of interpersonal

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communication, it is a starting position on the path of humane existence (Valitova, 1997).

Thus, the phenomenon of "tolerance" is the subject of study in philosophical, ethical, psychological and other sciences, which indicates its importance for modern society.

Domestic and foreign scientists recognize that tolerance, being a moral value, implies pluralism of views, respect for others, a desire for constructive dialogue, peaceful coexistence of cultural, socio-political, scientific and religious differences.

A. G. Asmolov singles out the following most important functions of tolerance in the modern social space, based on the analysis of existing modern ideas and studies of the phenomenon of tolerance. 1) Support of the diversity of complex systems is the first and most important function of tolerance, which is manifested, including, in the support of polyethnicity and multiculturalism. 2) Support of each person`s right to be different, which is one of the main meanings of tolerance, which follows from its semantic analysis. 3) Ensuring the sustainable development of systems and the balance of various conflicting parties in the economy, culture and politics. 4) Ensuring the possibility of dialogue and achieving agreement between different worldviews, religions and cultures (Asmolov, 2000).

Signs of the phenomenon of tolerance can be classified into three categories: 1) signs characterizing tolerance as a quality: the basis of spirituality, morality (tolerance as a quality is the basis of something spiritual, moral), identity with acceptance (tolerance is often associated and completely identified with acceptance), discursiveness (tolerance permeates almost all modern discourses) etc.; 2) signs characterizing a tolerant personality (a subject who shows tolerance): spiritual strength, an active position, a search for unity, a desire for spiritual perfection, doubt in the single truth of one's own position, humility, generosity, etc.; 3) signs characterizing the relationship of the subject of tolerance to its object: interaction with the other, coexistence with the other, overcoming the other (if the object of tolerance is negative, for example, violence), recognition of the rights of the other, the right to existence of his position, allowance of the other, indifference towards the other, respect for the other, critical dialogue with the other (the result of which can be an exchange of thoughts), compassion (empathy for the other), preservation of differences in unity, evaluating the other with dignity, establishing a spiritual connection with another etc. (Sumina, 2007). The highlighted signs are relevant for the phenomenon of tolerance to a different extent, often the manifestation and importance of one or another sign is determined by certain circumstances. In the scientific literature devoted to the problem of tolerance, considerable attention is paid to the construction of classifications.

Domestic scientists consider the principle of active tolerance to be one of the main principles of tolerance, since "tolerance implies an interested attitude towards the other, the desire to feel his "otherness", which prompts the mind to work, if only because the other's worldview is different from one's own. Such an understanding contributes to the expansion of one's own experience. At the same time, the manifestation of tolerance does not mean the rejection of one's own views and beliefs, it indicates the openness of the dialogue participants, their "mutual insight" (Bezyuleva & Shelamova, 2003). B. Reardon singles out the following principles of tolerance: the diversity of people beautifies and enriches life; conflict is a normal process that must be solved constructively; social responsibility and the ability of each person to meaningfully apply moral norms when making personal and social decisions are very important for democracy" (Reardon, 2001).

Modern studies show that decision-making itself largely determines the substantive, procedural and effective parameters of an individual's life. Accordingly, the "price of error" for an inadequate choice of personality, possible wrong decisions, is extremely high. Due to this, applied research on the rationalization of complex types of activities, optimization of the individual's life path, must also take into account the patterns of decision-making, and in this the immediate practical significance of studying both the individual as a whole and directly what ensures decision-making by the individual.

During such a short period of decision-making research, several independent directions have developed, while some of the research on this issue has taken the form of completed conceptual developments. First, it is a practice-confirmed concept of a psychological decision-making system, which represents decision-making as an "integral mental process" (Karpov et al., 2016) Secondly, O. K. Tikhomirov's theory of semantic regulation gave a new sound to the cognitive direction of modern decision-making psychology (Tikhomirov et al., 1977). And, thirdly, the

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concept of multiple functional-level regulation of intellectual decision-making, which also partially affects personal variables (Kornilova, 2003). P. K. Anokhin's theory of functional systems served as a more general basis for existing areas of decision-making research (Anokhin, 1978)

Making a decision is a specific, vitally important manifestation of the individual's activity, which ensures the choice of the best solution option, or those that are subjectively perceived by the individual as such for solving the life situation (Sannikov, 2015). When the need for decision-making arises, the individual shows a tolerant or intolerant attitude towards it, which allows or blocks the manifestation of the multivariate decision and its implementation. This ratio of tolerance / intolerance of personality and characteristics of choice and decision-making requires empirical verification of this assumption.

So, general scientific ideas about the essence of tolerance are based on two central points: the idea of tolerance, as a passive acceptance of the surrounding reality, not resisting it, and the idea of human mutual understanding of other people. A tolerant person seeks to understand another, to come to an agreement with him through active forms of tolerance: cooperation, dialogue, interaction, negotiations, friendship, support, reconciliation, etc. There is an opinion that tolerance consists in overcoming feelings of rejection of others, in showing tolerance in relation to someone else's opinion, someone else's culture, someone else's way of life. Such point of view excludes respect for the partner, the manifestation of empathy, benevolence, sincere sympathy, the desire for understanding, the possibility of freedom of choice in decision-making.

The **goal** is a theoretical-empirical study of the psychological features of decision-making by individuals with different levels of tolerance.

The concept of "decision-making" implies its consideration not only as a phenomenon, but also as a result of choosing a goal, forming and implementing an action program, using a method of obtaining a result or a strategy for achieving a goal - a strategy of choice. Most researchers define "decision-making" as "a volition of forming a sequence of actions leading to the achievement of a goal based on the transformation of initial information in a situation of uncertainty." A narrower "decision" is interpreted as a choice of one of the available alternative options for actions (in the simplest case - between action or inaction) (Sannikov, 2015).

Diagnostics of decision-making indicators was carried out using the following methods: "Melbourne decision-making questionnaire" (MDMQ) by L. Mann (Mann et al., 1997; Soldatova & Shaigerova, 2008), "Personal decision-making factors" by T. Kornilova (2003); "Decision-making questionnaire" by H Aizenko, modified by E. P. Ilyin (Aizenko, 1963; Ilyin, 2009). Diagnosis of tolerance was carried out using the "Qualitative Tolerance Test Questionnaire" by O.P. Sannikova, O.G. Babchuk (Sannikova & Sannikov, 2020; Babchuk, 2015). The empirical research was conducted on the basis of the State institution "K. D. Ushinskyi National Pedagogical University". 74 students of the faculty of preschool pedagogy and psychology and the faculty of physics and mathematics aged 20 to 26 participated in the study.

Results

To establish the relationship between tolerance indicators and decision-making indicators, a correlation analysis was used, which showed that an increase in the values of tolerance indicators is accompanied by an increase in the values of such indicators as decisiveness, impulsiveness in decision-making, purposefulness and risk-taking.

Table 1 provides significant correlations between qualitative indicators of tolerance and decision-making.

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Table 1.
Significant correlations between qualitative indicators of tolerance and decision-making

Indicators of decision-making	Qualitative indicators of tolerance			
	CT	ET	BT	TT
V	–226*			–229*
HV	–483**	–355**	–334**	–475**

Notes. 1) Conventional abbreviations: CT – cognitive component of tolerance, ET – emotional component of tolerance, BT – behavioral component of tolerance, TT – total indicator of tolerance; 2) Conditional shortening of decision-making indicators: V – vigilance, Pr – procrastination, HV – hypervigilance.

Correlation analysis showed that the cognitive component of tolerance (CT) is negatively connected to indicators of vigilance (V) ($\rho \leq 0.05$) and hypervigilance (HV) ($\rho \leq 0.01$). The indicator of emotional tolerance (ET) is negatively related to the indicator of hypervigilance (HV) ($\rho \leq 0.01$). The behavioral index of tolerance has a negative connection to the hypervigilance index (HV) ($\rho \leq 0.01$). The general index of tolerance revealed negative connections to indicators of vigilance (V) ($\rho \leq 0.05$) and hypervigilance (HV) ($\rho \leq 0.01$).

Next, we will consider significant correlations between indicators of tolerance and decision-making according to the "Decision-Making Questionnaire" method. Table 2 shows the results of the correlation analysis between indicators of tolerance and decision-making.

Table 2.
Significant correlations between qualitative indicators of tolerance and decision-making (DMQ)

Indicators of decision -making	Qualitative indicators of tolerance			
	CT	ET	BT	TT
Dcs		329**		328*
Prs	–436**		–381**	–437**
Imp	–285*	–327**	–311**	–400**

Notes. Conventional abbreviations: Dsc - decisiveness in decision-making, Prs - purposefulness in decision-making, Imp - impulsiveness in decision-making

Correlation analysis of the primary data revealed the following interrelationships of the measured indicators: the cognitive component of tolerance (CT) revealed negative relations between the indicators of purposefulness in decision-making (Prs) ($\rho \leq 0.01$) and with the indicator of impulsivity in decision-making (Imp) ($\rho \leq 0.05$).

The indicator of emotional tolerance has a positive connection to the indicator of decisiveness in decision-making (Dcs) ($\rho \leq 0.01$) and a negative relationship to the indicator of impulsivity in decision-making (Ips) ($\rho \leq 0.01$).

The indicator of behavioral tolerance (BT) revealed a negative relationship to the indicators of purposefulness in decision-making (Prs) ($\rho \leq 0.01$) and to the indicator of impulsivity in decision-making (Imp) ($\rho \leq 0.01$).

The general indicator of tolerance has a positive relationship with the indicator of decisiveness in decision-making (Dcs) ($\rho \leq 0.05$) and negative connections to indicators of purposefulness in decision-making (Prs) ($\rho \leq 0.01$) and with the indicator impulsiveness in decision-making (Imp) ($\rho \leq 0.01$).

The analysis of theoretical and empirical literature and the results obtained in the course of correlation analysis allow us to assume the presence of psychological features of decision-making in people with differences in the level of tolerance.

In our work, the "aces" method was used. Previously, all numerical scores were converted into percentiles in order to approximate the distribution of values to normal. This made it possible to distinguish groups of individuals with a high level (fourth quartile of the distribution from 75 to 100 percentile) and a low level (first quartile from 0 to 25 percentile) of tolerance. Thus, the sample was divided into two groups: individuals with high values of the total tolerance index (TTmax, n=10) and a group with low values of the total tolerance index (TTmin, n=12).

The next step of the research was to determine the specifics of individual characteristics of

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choice in conditionally defined groups with different levels of tolerance using the "profiles" method. The analysis and interpretation of the profiles was carried out based on those indicators that maximally deviate from the middle line of the series (50 percentile).

Fig. 1 provides decision-making profiles of groups of people with different levels of tolerance (according to the MDMQ methodology).

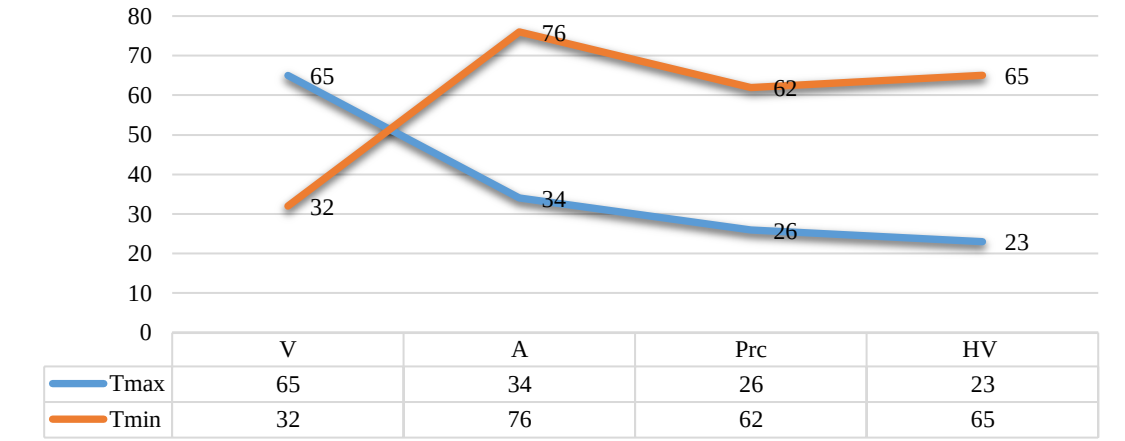


Fig. 1. Decision-making profiles of groups of people with different levels of tolerance (according to the MDMQ methodology)
Notes. Abbreviations: V – vigilance, A – avoidance, Prc – procrastination, HV – hypervigilance.

Analysis of the profiles of decision-making indicators in groups that are distinguished by high and low values of tolerance shows that the level of tolerance affects the decision-making indicators of an individual.

Thus, the representatives of the group (Tmax) demonstrate high values of the "vigilance" indicator (V+) and low values of the indicators of avoidance (A–), procrastination (Prc–) and hypervigilance (HV–), while in the group (Tmin), on the contrary, the indicator of vigilance has low values with high values of avoidance (A–), procrastination (Prc–) and hypervigilance (HV–).

So, in a group of people with a high level of tolerance, the indicator of vigilance (V+) ensures the search for the optimal decision option, consideration of alternatives, comparison of the data of life decision-making experience with the requirements of the current situation, characterizes them as having a need for knowledge. Clarification of the goals and objectives of the decision, consideration of alternatives among members of this group is connected with the search for information, its assimilation "without prejudice" and evaluation before making a choice. They do not try to avoid making a life decision (A-) or postpone its making "for later", and they also do not pay attention to unimportant facts (Prc-).

Individuals of the group with a low level of tolerance (Tmin) pay a lot of attention to small things, are constantly distracted, try to avoid making a decision and transfer decision-making to others (A+). Their unjustified "tossing" between different alternatives sometimes causes impulsive decision-making to get rid of the situation that has arisen. In extreme conditions, "panic" in the choice between alternatives is possible.

According to T. Kornilova, decision-making is related to such personal factors as risk-taking and rationality. Readiness to risk is considered as readiness to make decisions and act in conditions of subjective uncertainty, that is, it implies self-control in a situation of unclear orientation. In this sense, accepting a certain degree of risk (rather than avoiding it) can serve as a criterion for a rational decision. The result of decision-making can be a strategy that is considered (rational) and "risky" at the same time. Rationality acts as a readiness to consider one's decisions and act completely oriented to the situation, it is not the opposite of the riskiness of the decision made and can characterize various, including risky decisions of the subject (Kornilova, 2003).

The results of decision-making diagnostics using the "Personal decision-making factors" method are given in fig. 2.

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The analysis of the obtained results indicates the presence of differences in the dominance of certain decision-making factors in the studied groups. Thus, individuals with a high level of tolerance when making decisions demonstrate a greater willingness to take risks, that is, in situations of uncertainty, situations of chance, when not only is there no discrepancy between the necessary and available opportunities, but also where it is impossible to assess such opportunities, they rely more often on themselves and demonstrate greater readiness to act in such conditions (RR+).

Representatives of the group with a low level of tolerance are more inclined to consider their decisions and act with possible complete orientation in the situation. For them, the connections between actions and life events are less obvious, they are unable to control these connections, they consider most events and their own actions to be the result of chance (R+). The tendency to attribute more importance to external circumstances, for example, social factors, fortune, also characterizes representatives of this group.

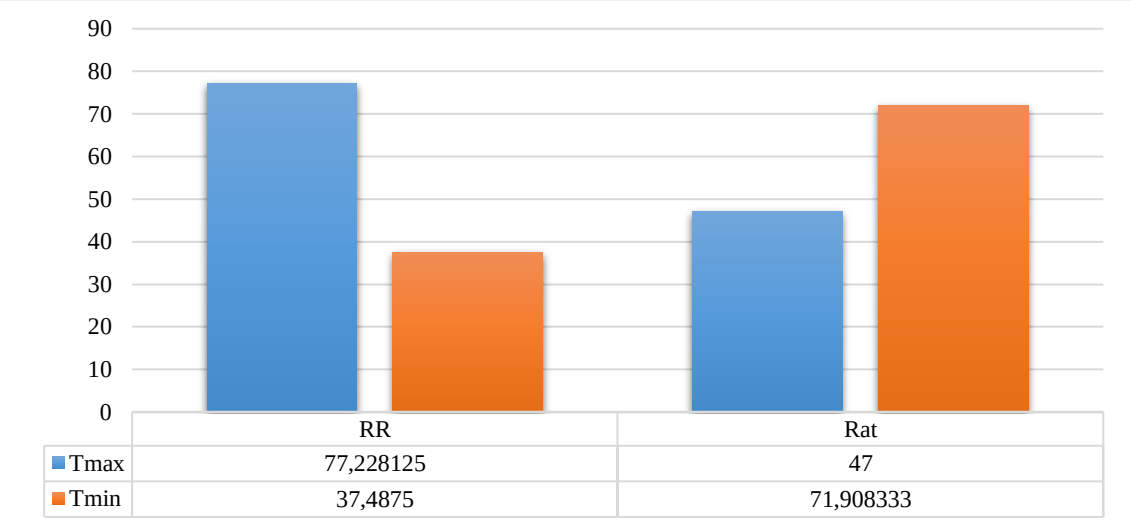


Fig. 2. Histogram of decision-making factors of groups of people with different levels of tolerance
Notes. Abbreviations: RR – readiness for risk, Rat– rationality

In the following, we will consider the results of decision-making diagnostics using the decision-making questionnaire (DMQ), which provides an opportunity to obtain information about such features of decision-making as decisiveness, purposefulness, rigidity and impulsiveness in decision-making.

We will remind you that determination is presented as the ability to independently make responsible decisions and consistently implement them in action. Determination is especially clearly manifested in difficult situations, when the act is associated with a known risk and the need to choose from several alternatives. Determination is also the ability to take responsibility for the decision made, ensures the timeliness of the action, the ability to quickly execute it or delay it (Golovin, 1998). E. Ilyin emphasizes that decisiveness characterizes the speed of making a considered decision, when the consequences can lead to either an undesirable or a negative result (Ilyin, 2009).

O. Sannikov claims that determination is the ability to boldly and independently make mature life decisions, selectively using personal resources. Determination is not a manifestation of the individual's will in making and carrying out difficult decisions, but the ability to take the first step and lead others along, assessing risks. Determination is full concentration in an extreme situation, the ability to fight, take into account past mistakes and flexibly adapt to changing conditions (Sannikov, 2015).

Let's analyze the results of decision-making diagnostics, which are presented in fig. 3.

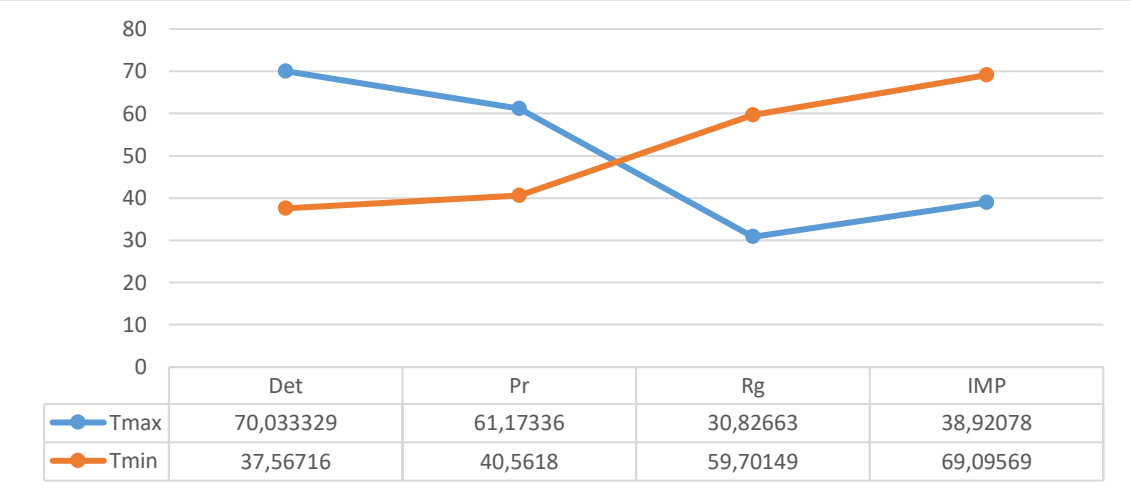
Analysis of the content characteristics of the decision-making indicators proposed by the author of the methodology allows us to characterize the peculiarities of their manifestation by the representatives of each group.

So, in the group of people with a high level of tolerance, there is a tendency to show determination when making a decision (Det+).

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They are characterized by a quick and energetic reaction to the situation, moderation and rationality, measured caution when making a decision, independence from circumstances, pragmatism, independence, persistence in implementing the decision.

A characteristic feature of the individuals of this group is the development of their own strategy for achieving the goal, the implementation of a purposeful choice of the goal itself and decision-making regarding its achievement with a clearly expressed desire for anticipation (Pr+). They are characterized by easy switching from one installation to another, taking into account minor changes in external circumstances in the choice situation, readiness to change the plan and program of decision implementation in accordance with the new requirements of the situation (RG–). They demonstrate sufficiently good self-control, balanced decisions, striving for independence, and understanding the consequences of decisions (IMP-).



	Det	Pr	Rg	IMP
Tmax	70,033329	61,17336	30,82663	38,92078
Tmin	37,56716	40,5618	59,70149	69,09569

Fig. 3. Decision-making profiles (DMQ) of groups of people with different levels of tolerance
Notes. Conventional abbreviations: Det - determination, Pr - purposefulness, RG - rigidity, IMP - impulsivity

People with a low level of tolerance have a tendency of spontaneity, impulsiveness when making a decision (IMP+), it can be assumed that decisions are made on the first impulse, under the influence of external circumstances and emotions. Decisions are impetuous, sudden, not always considered, do not weigh "for" and "against", so the first impression (guess) without thinking, analysis and development becomes the basis of the decision.

Manifestations of rigidity (RG+) indicate complications in changing the planned activity program, action plan or act in conditions that objectively require its restructuring. They have a low ability to change the emotional perception of objects of changing emotions, to change the perception and idea of the environment in accordance with the real changes in this environment, to change the system of motives, incentives to act in circumstances that require the subject to be flexible and change behavior. When making a decision, there is thoughtlessness of the decisions made, indecisiveness, dependence when making a decision on circumstances, which may be related to dreaminess and instability of intentions. They demonstrate reduced activity when choosing a goal, as well as making a decision to achieve it.

Conclusions

1. The theoretical analysis showed that the choice is the main stage of the decision-making process. It consists in selecting one option from several possible ones. A choice is a person's acceptance of one decision from the many options offered, the resolution of uncertainty in a person's life and activity in the context of a plurality of various alternatives. The phenomenon of tolerance today is understood not just as an abstract philosophical ideal, but more than ever, it is widely recognized as a universal human value and a practical condition for the survival and development of civilizations, dialogue and deep constructive interaction of different cultures. In the modern world, the problem of tolerance is the subject of discussion and research in various humanitarian and social sciences. Despite its complexity and contradictions, the

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phenomenon of tolerance today is understood not just as an abstract philosophical ideal, but more than ever, it is widely recognized as a universal human value and a practical condition for the survival and development of civilizations, dialogue and in-depth constructive interaction of different cultures.

2. The use of qualitative data analysis made it possible to identify groups of people with a high and low level of tolerance using the "aces" method and to draw up their characteristics. Therefore, individuals with a high level of tolerance demonstrate a high level of attitude to complex tasks and novelty, have a high readiness to adapt to an uncertain situation, are able to change their plans in new conditions. They are characterized by a quick and energetic reaction to the situation, moderation and rationality, measured caution when making a decision, independence from circumstances, pragmatism, independence, purposefulness, persistence in implementing a decision, sufficient self-control. The group's representatives are characterized by the lack of hesitation and reflection in decision-making, quick, energetic reaction to the situation, independence and stability in decision-making, far-sightedness, thoroughness in gathering and analyzing information, providing a guaranteed and effective decision option. People with a low level of tolerance have a tendency to spontaneity, impulsiveness when making a decision. When making a decision, there is rigidity, ill-considered decisions, indecisiveness, dependence on circumstances when making a decision). People of this group can be characterized as independent, inclined to make decisions under the influence and with the help of other people, transferring responsibility to them.

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